

Client Satisfaction Survey

The following survey will help us provide better service. You will not be identified in any way and all your information is kept confidential. We thank you for taking time to complete this survey for us.



Date _____

1. What is your age? _____

2. What is your gender?

- ☐ Male
☐ Female

3. Which of the following racial or ethnic groups best describes you?

- ☐ Caucasian, or white
☐ African-American, or black
☐ Hispanic or Latino
☐ Asian
☐ Other: _____.

4. What city do you live in?

5. How long have you lived in that city?

6. What is your religious preference?

7. What is your highest level of education?

- ☐ Some high school (or less)
☐ High school diploma / GED
☐ College degree
☐ Graduate degree (Master's, PhD, MD, etc.)

8. What is your employment status?

- ☐ Employed full-time
☐ Employed part-time
☐ Not currently employed, but seeking employment
☐ Not currently employed and currently not seeking employment
☐ Retired
☐ Other: _____

9. What is the primary & secondary language spoken in your home?

1. _____

2. _____

10. What is your relationship status?

- ☐ Single
☐ Married
☐ Living with partner
☐ Divorced
☐ Separated
☐ Widowed
☐ None the above

11. What is your current level of annual household income before taxes?

- ☐ Less than \$12,000
☐ \$12,000 to \$24,999
☐ \$25,000 to \$49,999
☐ \$50,000 to \$74,999
☐ \$75,000 to \$99,999
☐ \$100,000 or more

13. Location of office for service?

- ☐ Dodge City
☐ Garden City
☐ Great Bend

14. Service you came in for:

(Circle one number)

How satisfied were you with the services received?

Not at all Somewhat Very

1 2 3 4 5 6 7

How satisfied were you with the courtesy of the staff?

1 2 3 4 5 6 7

How satisfied were you with the knowledge of the staff?

1 2 3 4 5 6 7

How satisfied were you with the level of support?

1 2 3 4 5 6 7

What is your likelihood of returning for services?

1 2 3 4 5 6 7

What is your likelihood of recommending our services to others?

1 2 3 4 5 6 7

Were the services given in a timely manner?

1 2 3 4 5 6 7

How satisfied were you with the physical appearance of office?

1 2 3 4 5 6 7

Other Comments: